

Laurie Roy

Ms. Roy has been working for USDA for over twenty-one years. Ms. Roy is currently the Section Head over the Remedy Helpdesk, SmartPay, telephone and utility processes group. She organizes daily, projects and ongoing assignments of the section. The duties include the responsibility of receiving all FFIS and FMFI Remedy Tickets, processing over 38,000 telephone and utility invoices monthly and correcting on average 1,000 SmartPay transactions within FMFI monthly. She has conducted several work reviews and analysis and has made recommended changes based on problems encountered by agencies, vendors, and/or section personnel and has determined modifications needed to ensure accuracy, good quality controls, timeliness, payments, and compliance with Federal and/or other regulatory requirements.

Ms. Roy has served as project manager for various system implementations and enhancements within the Administrative Payments Branch. This includes winning the A-76 Utility and Telecommunications Invoice Process Services Most Efficient Organization (MEO) for USDA in 2008. She recently displayed her project management skills with the successful implementation of the COD Remedy Help Desk and the Enterprise Management System (ECM) within the Vendor Payments Section. The ECM project was part of USDA's Lean Sigma Initiatives for Fiscal Year 2008.

Ms. Roy has conducted several system error analyses on various USDA Feeder systems. These analyses were conducted to determine system changes or enhancements that help streamline processing for USDA. Ms. Roy has prepared comprehensive reports on the findings and the possible solution for problems within the Telephone Vendor System and Utility Vendor System.

Laurie has been married to her husband Scott, for 18 years, who is also a USDA employee. They have 2 children and reside in Covington, La.